



VOLUME 5, ISSUE 3

UNDERGROUND NEWS

WATER

SEWER

SOLID WASTE

SEPTEMBER 2015

INSIDE THIS ISSUE:

**LCDU SANITARY
IN ACTION** 2

**DOWNTOWN
WILLOUGHBY
MAIN BREAK** 2

**EMPLOYEE IN
THE NEWS** 3

**HEALTH
AWARENESS** 3

FAIR

LUNCH & LEARN 4

**NEW
EMPLOYEES** 5

**EMPLOYEE
ANNIVERSARIES** 6

MADISON WASTEWATER PLANT OPEN HOUSE

By: Nancy Hamblin, Solid Waste Facility

The Madison Plant Open House is right around the corner! The Plant, located at 7815 Cashen Rd. in Madison, will be open to Lake County Utility employees and their families on Saturday, September 12, from 11:00 a.m. – 2:00 p.m. . With the recent Cashen Rd. Bridge Replacement Project, there will be a very short detour. Please take Route 20 (East) to Countyline Rd. (North) to Cashen Rd. (West). Tours will be provided to highlight the recent upgrades and renovations.

The initial construction began in November 2012, and after completion, the expansion has increased plant capacity from 3 MGD (million gallons per day) to 5 MGD. The plant operates 24/7 and services approximately 5,000 homes and businesses in Perry Village, North Perry Village, Perry Township and Madison Township.

Mark your calendars and plan to attend this exciting event! Along with the tours, lunch and refreshments will be served.

Please RSVP by September 4th, to Matt Armand, by e-mail or by telephone at (440) 350-2750.



RESPONSIBILITY

By: Rick Martin, Administrative Office

It's not my job! It's not my fault! I'm not the one to blame! Do any of these statements sound familiar? Surely these are expressions you have heard before—whether in your personal or professional life. Far too often we have a tendency to point the finger and deny that we made a mistake. Naturally, taking responsibility can be difficult. Oftentimes people think accepting responsibility means admitting to being weak, powerless, and flawed; which means a loss of respect from others, as well as a loss of value and importance. This, however, is a myth. Taking responsibility earns you respect. We cannot be perfect all the time—we all make mistakes. When we accept responsibility we are accepting the results of our actions and also accepting the responsibility for making improvements in our lives. Accepting responsibility is a measure of one's level of security, and the true sign of maturity, strength, and courage. Having this ability can empower you to grow in ways that would bring you great rewards and accomplishments in life. Ask yourself this question: would you have greater respect for someone who is accountable and promises to do better in the future, or someone who perpetually denies any involvement in situations when it is obvious they may be responsible?

LCDU SANITARY DIVISION IN ACTION

By: Matt Armand, Administrative Office

Although the summer months traditionally bring periods of drought, the early part of this summer was certainly an exception. Several days brought torrential downpours and significant microburst of heavy rain—and with substantial rain comes flooding.

Despite the fact that much of the flooding is due to heavy amounts of rain that fall in a relatively short period of time, the sanitary crews of the LCDU are always ready to respond to customer concerns.

Some of heaviest rain fell on June 23th, June 27th and July 9th, keeping the sanitary division very busy, oftentimes working around the clock for days at a time. In addition to treating wastewater and performing the routine maintenance—jetting, televising, cleaning, and maintaining the roughly 800 miles of underground sanitary sewer main owned by LCDU—the members of the sanitary division always make it a priority to respond to customers in a timely and efficient fashion.

Both the Operations and Maintenance divisions have demonstrated effective and proactive planning, efficiency, and sound judgement in responding to Mother Nature.

Kermit Johnson, Supervisor at the Gary L. Kron Water Reclamation Facility, said “We have a great team of employees...they go above and beyond to deliver customer service.”

Thank you to the entire sanitary team for effective communication, quick thinking, and diligence in performing very hard and demanding work.



Ron Walker (left) and Kermit (Chappy) Johnson (right) jetting and cleaning a sanitary sewer main

DOWNTOWN WILLOUGHBY WATER MAIN BREAK

By: Sarah Cerovski, Engineering Office



Downtown Willoughby is the heart of the City of Willoughby. There are many local shops and restaurants that closely line Erie Street. Mid-afternoon on August 5, 2015, Lake County Department of Utilities received a phone call notifying our West End water crew of a major water main break on Erie Street, in front of Arabica's and The Wild Goose. Our crew quickly responded to the scene within 15 minutes, ready to tackle the gushing 8-inch pressurized water main. With the help of local law enforcement, the road was temporarily closed while the exact location of the break was determined. Water was briefly turned off at various businesses and establishments to minimize the possibility of flooding and to help reduce the water flow. There were no reports of property damage. A backhoe was used to remove asphalt and soil to expose the break and to create a safe trench for the crew to work in. It took approximately 2.5 hours to successfully repair the 8-inch water main. Jim Berg, Distribution Superintendent of Water said “the crew does a fantastic job—every day; and I really appreciate their hard work time and time again.”

This particular break gained notoriety because it occurred in a populated and visible location. Nevertheless, our West and East end Water Crews routinely respond to similar water main breaks throughout the system, no matter the weather conditions. Thank you to the West End Team for delivering a quick response and exemplary teamwork on the day of the break, and EVERY day!

EMPLOYEE IN THE NEWS

By: Matt Armand, Administrative Office

If you read the July 15th issue of the Lake County Tribune, you likely came across a letter to the editor from Marilyn Cohen of Solon, who wrote about her great experience at the Fairport Harbor Mardi Gras on Sunday, July 5th.

In her letter, Ms. Cohen described the polite demeanor and kindness of a man named "Chad." Not only did Chad graciously serve Ms. Cohen and her guest at the concession stand, but noticing both ladies were elderly, he offered to take their picnic equipment back to their car at the end of the event. Chad promptly arrived at the pre-determined time, he helped pack up their pic-

nic items, he hauled the items back to the car, and even held onto one of the ladies who was having difficulty walking. At the car, Chad unloaded the items, and when he was offered a tip, he refused, saying it was his pleasure to help. Ms. Cohen said she never experienced such friendliness.

Who is this gentleman known only as "Chad?" He's none other than Chad Hamilton.

"I was at the Mardi Gras event because I've been a volunteer with the Metro-parks for roughly the last three years," said Hamilton. He added that "the two elderly women were very nice, and

after seeing them in need of some assistance, I was happy to help."

Chad was first hired at the Lake County Department of Utilities in March 2010, where he worked as an Operator Trainee at the Madison Wastewater Treatment Plant. Since March 2013, Chad has been working at the Gary L. Kron Water Reclamation Facility.

By demonstrating courtesy and kindness, LCDU employees are making an ongoing difference everyday in the greater community, whether in their professional or personal lives. Chad—thank you!



"I have a soft heart when it comes to helping others...it's something that makes me feel very good inside."
~Chad Hamilton

CONGRATULATIONS!

Congratulations to the following for recently obtaining various certifications: **Mike Erkkila** (obtained his Class III Wastewater Operator License on 6/19/15); **Mark Burchett** (obtained his Class I Wastewater Operation on 8/28/15); **Frank Martin** (obtained his Class I Wastewater Collections on 8/28/15); **Erica Czaplicki** (obtained her Class I Water Operator License on 6/27/15 AND her Class II Water Operator License on 8/22/15); **Bill Joyce** (obtained his Class I Water Operator License on 5/28/15); **Joe Bruno** (obtained his Class I Water Operator License on 8/5/15); and **Matt Sutch** (obtained his Class 1 Water Distribution License on 6/13/15).



HEALTH AWARENESS FAIR

By: Kelly Andino, Administrative Office



The annual Lake County Health Awareness Fair is now open for registration. Screenings will begin in the Administration Building on Tuesday, September 15th. Please be sure to schedule your appointment at least 48 hours prior to the screening date. A full list of dates and locations are posted on the bulletin boards. Health fairs offer a range of appropriately-targeted health screening tests to identify potential threats to your health. Health screenings are essential to a healthy lifestyle because the sooner a threat is detected, the higher the success of treatment and the lower the risk of complications. Our health screening tests will be checking blood pressure, blood sugar, total cholesterol, HDL, height, weight, waist and hip circumference, and BMI. Participants will receive immediate results with one-on-one counseling and educational materials. Personal Health

Risk Reports will be available online. The best part of it is the health insurance discount for your participation.

READY, SET, LUNCH & LEARN!

By: Corrine Spetrino, Billing/Customer Service Office

In an effort to increase networking and organizational awareness, our department has hosted a series of opportunities for our staff to become better acquainted with the operations of our department. Part of this undertaking, better known as "Lunch & Learn," gives employees the ability to attend each facility for a lunch provided by our department, followed by a site tour. Over the past three months, LCDU has

hosted tours of the Aquarius Water Treatment Plant, the Gary L. Kron Water Reclamation Facility and the Bacon Rd. Water Treatment Plant, with attendance ranging from 50-90 employees. "Our Department is comprised of multiple sites. These events give employees exposure to areas they would not see in a typical work day. As a result, our employees gain an appreciation and understanding of our organization. This

also puts them in a position to be better prepared in discussions with our customers," said Rick Martin, Executive Director of LCDU. Utilities personnel are taken in groups on a detailed tour by a knowledgeable staff member, who provides informational facts and explains the various processes that occur at each facility. Employees are accompanied throughout the site while they learn about how different areas are operated and maintained on a daily basis. The tour is also

accompanied by a lunch that is generously provided by LCDU. This period of time allots for employees to mingle and meet other coworkers. Learning, making connections, and building relationships allows for employee development.

The remaining "Lunch & Learn" series will feature the Madison Wastewater Treatment Plant on September 12th from 11 am to 2 pm, and the Lake County Solid Waste Facility on October 14th.



NEW EMPLOYEES

By: Cindy Leonello, Administrative Office

**WELCOME
ABOARD!**



Doug DeBiase

Distribution System Operator, Aquarius Water Treatment Plant

About: Doug has been married to his wife, Laura, for 13 years and they have three wonderful children. Doug began working for LCDU on 5/4/15. Before that, he was in the Army for four years and then worked as a remodeling contractor. In his spare time, Doug enjoys spending time with his family and friends, drag racing, and working on cars.



Tina Mustard

Laborer, Gary L. Kron Water Reclamation Facility

About: Tina has lived in Lake County most of her life. This mother of two is a fan of Country music, and in her spare time she enjoys motorcycling. Tina began working for LCDU on 5/4/15.



Kari Janke

Account Clerk, Billing/Customer Service Office

About: Kari is a lifelong resident of Lake County. She has a 2^{1/2} year old son, and is expecting a daughter in a few months. Kari enjoys Country music, camping and four-wheeling. Kari began working for LCDU on 5/8/15.



Jonathon Cutlip

Distribution System Operator, Aquarius Water Treatment Plant

About: Jonathon is a lifelong resident of Lake County and a fan of Country music. In his spare time, he enjoys outdoor activities, such as hunting, fishing, camping, and four-wheeling. Jonathon began working for LCDU on 5/4/15.



Clifford (CJ) Davis

Operator Trainee, Aquarius Water Treatment Plant

About: CJ is a lifelong resident of Lake County. This recent father enjoys four-wheeling, Country music, and his favorite food is hamburgers. CJ began working for LCDU on 6/29/15.

ANNIVERSARIES

FOR THE MONTHS: July-September

By: Cindy Leonello, Administrative Office

1 YEAR

Scott Snyder, 7/28/2014

George Finney, 9/22/2014

10 YEARS

Trevor Weaver, 9/19/2005

15 YEARS

Thomas Orosz, 9/19/2005

25 YEARS

John Diemert, 9/24/1990

Robert Blakesmith, 9/24/1990

5 YEARS

David Gelhausen, 8/52/2010

Joshua Hattox, 8/16/2010

Dana Fearing, 8/23/2010

30 YEARS

Dave Hutchinson, 9/19/1985

comments or suggestions regarding the [newsletter](#) or [website](#)?

Please contact: Matt Armand

Brought to you by The Lake County Department of Utilities Newsletter Committee:

Kelly Andino

Matt Armand

Sarah Cerovski

Nancy Hamblin

Steve Klemm

Cindy Leonello

Corrine Spetrino

LIKE US ON FACEBOOK, LCDU



FOLLOW US ON TWITTER, @LCDU_Ohio

